

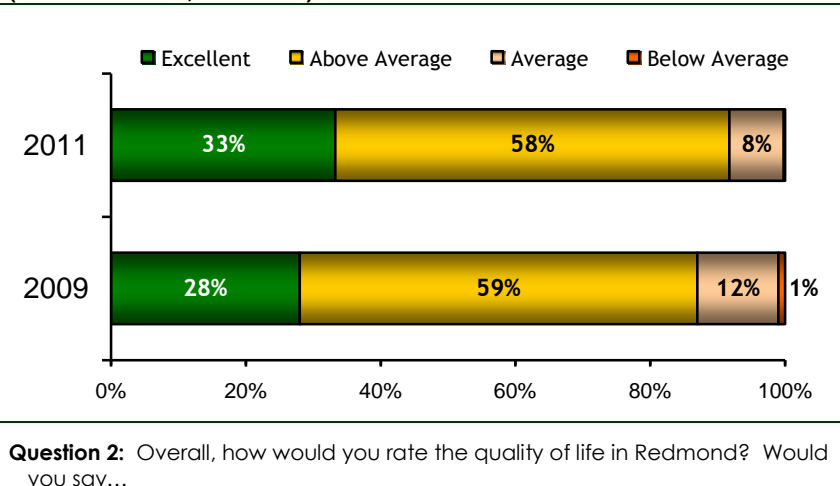
DETAILED FINDINGS

Quality of Life in Redmond

The majority of Redmond residents consider their quality of life in Redmond to be either excellent or above average (91% overall). Resident views of life in Redmond have increased slightly, but not significantly over the past three years as 87% felt their quality of life was excellent or above average in 2009.

Figure 2
Quality of Life in Redmond

(Base: 2009 = 435, 2011 = 440)



Top Issues Facing Redmond Today

Residents feel that traffic and congestion on the roadways (48%) is the top issue facing Redmond today. Other issues mentioned by 10% or more of respondents include transportation and mass transit (19%), growth in the population or over-crowding (13%), crime and safety (11%), and needing more business development (11%).

- Business development, crime/safety, parks & recreation maintenance, and economy/lower incomes are more prevalent issues now than they were in 2009.
- Traffic and congestion is less of an issue today than it was in 2009. However, it is still the top issue facing Redmond today and the following groups are passionate about the traffic:
 - Those who have lived in Redmond ten years or more (58% vs. 38% living in Redmond for fewer than ten years).
 - Those who own their homes (53% vs. 35% who rent).
 - Single family home dwellers (52% vs. 41% in apartments or duplexes).
 - Residents without children (52% vs. 40% with children).

- Renters are more likely to consider affordable housing as an issue today (14% compared to 5% of home owners).

A few resident thoughts on top issues facing Redmond today:

Right now there is more traffic in downtown than what we can handle but other than that I think the services in Redmond are just fine."

"Transportation, including transit, traffic, safety: bike and walkability; affordability especially for seniors, students, service workers, teachers – all the folks who keep the place lively and humming along; public safety, keeping it a safe place to walk at night."

"Downtown development; over-saturation of new condos."

"The way they manage growth; maintenance as far as roads go, sidewalk replacements and that sort of thing."

Table 2
Top Three Issues Facing Redmond Today (other than Education)

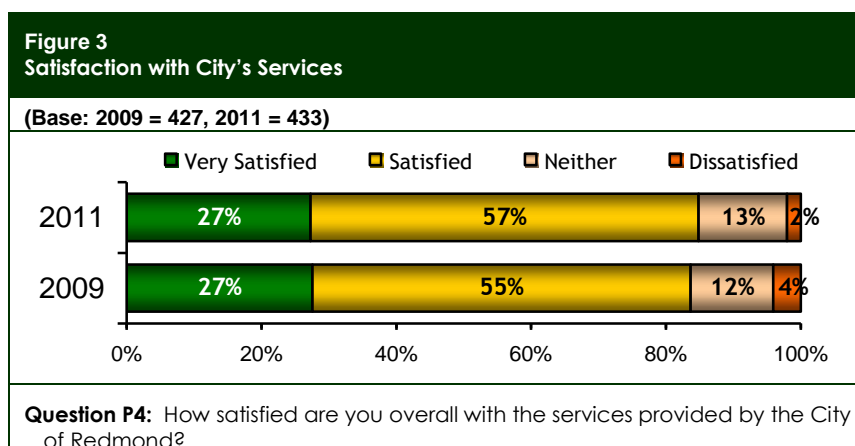
	2009	2011
(Base)	(404)	(391)
Traffic/congestion	55%	48%↓
Transportation/mass transit/light rail	15	19
Growth/sprawl/overcrowding population	16	13
Crime/safety	7	11↑
Need more business development/keep local businesses	6	11↑
Parks and recreation maintenance	5	9↑
Streets/repair/more lanes/bike lanes	10	7
Affordable housing	8	7
Economy/property values	3	7↑
Taxes/property taxes	5	6
Maintaining the environment/water/air	4	6
Over building/too many apartments	11	5↓
Government spending/planning/zoning	5	5
Parking	2	5↑
Utilities cost/management	2	5↑
Red light cameras	-	5
Emergency preparedness/medical services	3	4
Open spaces	2	4
Walkability/better sidewalks/crosswalks	-	4
Employment	4	3
Infrastructure/not keeping up with growth	4	3
Construction	2	3
Lack of entertainment/night life	2	3
Homelessness	-	3
Police are too concerned with traffic	-	3
Budget	4	2
Community center/youth programs	3	2
Welfare/social services	2	2
Old downtown revitalization	2	2
Lack of restaurants/need more variety	1	2
Small town identity	1	1
Art/culture in the community	1	1
Noise	-	1
Snow removal	2	1
Other	4	13
No issues	2	1
Don't know	5	7

Question 3: In your opinion, what are the top issues, other than education, facing Redmond today?

City Services

Overall satisfaction with services provided by the City of Redmond continues to be high as 84% are either satisfied or very satisfied with the services (compared to 82% in 2009).

- Respondents who own their homes (87% satisfaction vs. 75% of renters), have children at home (91% vs. 79% without children), and males (87% vs. 80% of females) are more likely to be satisfied with the services Redmond provides than their subgroup counterparts.



Contact with City Employees

Roughly half of residents surveyed have had contact or interaction with a City of Redmond employee in the past year (47%); similar to 2009 when 51% interacted with City employees.

- Home owners (50%) and those living in single family homes (54%) are more likely to have interaction with a City of Redmond employee than those who rent their home (40%) or live in an apartment, condo, or duplex (36%).

City of Redmond employees are likely to be contacted for Police services (35% of those who contacted the city), to obtain building, tree, or business permits (12%), or for Fire or Emergency services (11%).

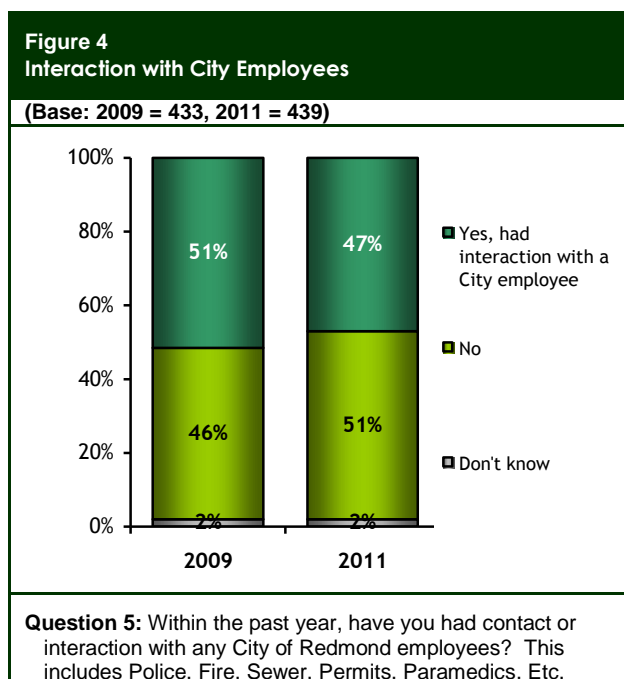


Table 3
Reason for Contacting City Employee

	2009	2011
(Base)	(209)	(202)
Police Services	34%	35%
Permit/licenses	16	12
Fire/Emergency Services	18	11
Water/utilities bill	8	10
Recreational events/ meetings	10	8
Safety concerns	1	6
Sewer issues	2	3
City planning	1	3
General questions/ comments	8	2
Alarm went off/questions about alarms	4	2
Noisy neighbors	4	2
Dumpsite/waste/garbage/recycle	3	1
Snow removal	2	-
Other	3	23
Don't know/not sure	1	-

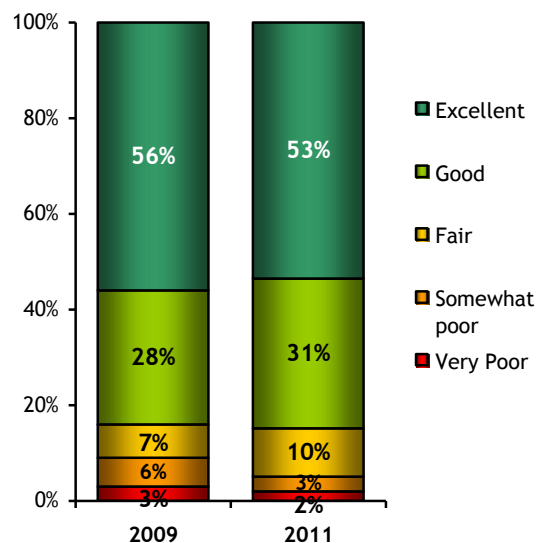
Question 5A: What was the reason for contacting them? If more than one, what was the reason for the most recent contact?

Overall, 53% of residents who contacted a City employee considered their experience an “excellent” one, with only 5% rating it a poor experience.

- Demographic subgroups who are more likely than their counterparts to rate the overall customer service as “excellent” include:
 - Those living in Redmond for ten years or longer (60% vs. 46% living in Redmond for fewer than ten years)
 - Residents living in single family homes (59% vs. 42% living in apartments or duplexes)
 - Respondents age 65 and older (77% vs. 50% under age 65)

Figure 5
Overall Customer Service Rating of City Employees

(Bases: 2009 = 219, 2011 = 206)

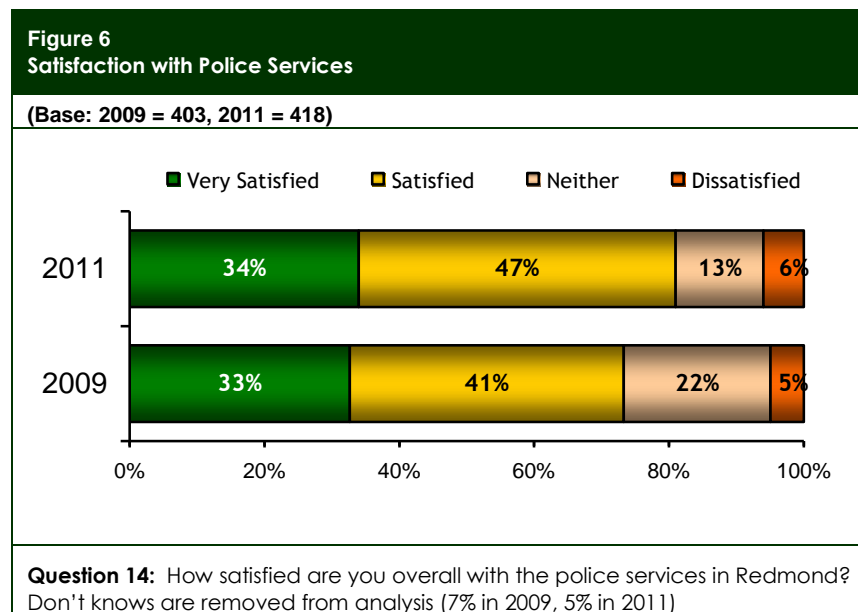


Question 5B: How would you rate the overall customer service of the employee you had contact with? Would you say...

Police Services

Four out of five residents are satisfied with the Police Services in Redmond (81%). Satisfaction with Police Services has increased over the past three years as 74%¹ of residents were satisfied in 2009.

- Respondents who have been residents for 10 years or longer (85% compared to 76% of residents for less than 10 years), those who own their homes (84% compared to 72% of renters), and those living in single family homes (85% compared to 73% in apartments or duplexes) are more likely to be satisfied with Police Services than their subgroup counterparts.



Residents who are dissatisfied with Police Services (27 cases total) feel that Redmond Police need more patrolling officers (11 cases), need to concentrate more on crime/safety (10 cases), and are too concerned with traffic tickets (7 cases).

Residents who are dissatisfied with Redmond Police had these comments:

"The Police Department is focused on generating revenue by harassing drivers for minor traffic infractions yet are ineffective at addressing more serious issues like vandalism and break-ins."

"I think Bellevue PD does better community service, the Redmond PD is not very community focused. I only see them doing traffic information."

"There is increasing crime around Education Hill. I have rarely seen any Police around the area."

¹ Satisfaction with Police Services was reported as 69% in 2009. In 2009, 21% of respondents did not rate their level of satisfaction with Police Services and only 5% said "don't know" in 2011. In order to make a direct comparison between those who did rate the Police Services, don't know responses were removed from the analysis and the percentages are re-based to reflect only those who answered the question.

Safety While Walking Alone

Nearly nine out of ten residents feel safe or very safe walking alone in their neighborhood at night (89%). This proportion is similar to residents who felt safe or very safe in 2009 (86%), but the proportion who feel “very safe” walking alone in their neighborhood at night has increased significantly from 35% in 2009 to 44% in 2011.

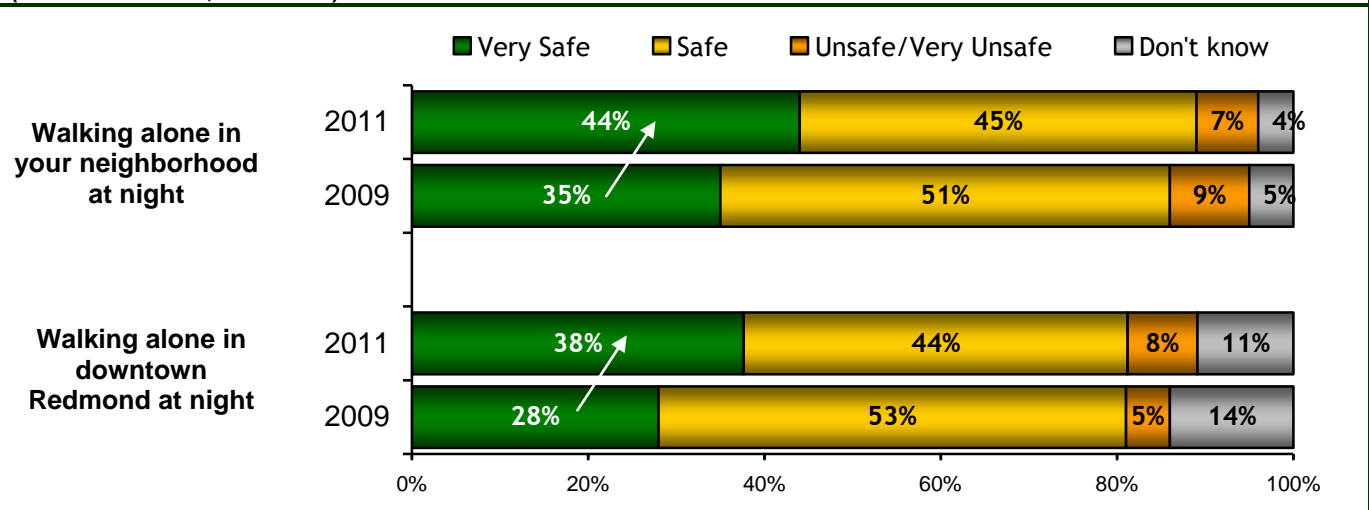
- Females are less likely to feel “very safe” walking in their neighborhood alone at night (29%) than males (58%).
- Residents living in apartments, condos, or duplexes are less likely to feel “very safe” walking around alone at night (35%) than are those living in single family homes (50%).

Eight out of ten residents feel safe or very safe walking alone in downtown Redmond at night (82%). There has also been a significant increase in residents who feel “very safe” walking in downtown alone from 28% in 2009 to 38% in 2011.

- Females are less likely to be comfortable walking around downtown alone at night (27%) than males (50%).

Figure 7
Feeling Safe Walking in Redmond at Night

(Base = 435 in 2009, 417 in 2006)



Question 14B & 14C: How safe do you feel walking alone in your neighborhood at night? How safe do you feel walking alone in downtown Redmond at night, such as after a dinner or movie?

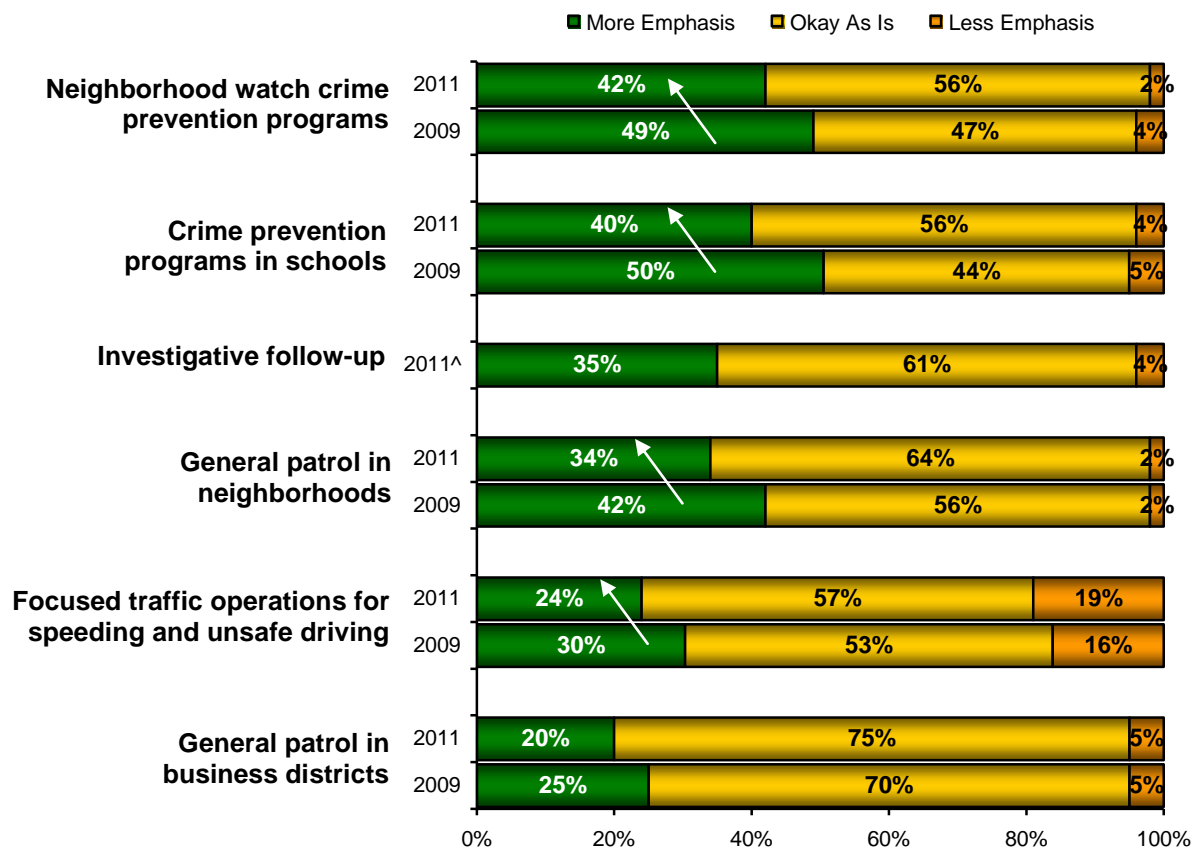
Areas of Emphasis for Police

Four out of ten residents are asking for City Police to place more emphasis on neighborhood watch prevention programs (42%) and crime prevention programs in schools (40%). Less emphasis is requested on focused traffic operations for speeding or unsafe driving (24%). Positive trends show significantly fewer respondents requesting “more emphasis” on four Police Services than was requested in 2009.

- Females are more likely to request more emphasis on patrol in business districts (27% vs. 14% of males) and crime prevention in schools (48% vs. 33% of males).

Figure 8
Emphasis Needed on Police Services

(Base: varies, “Don’t know” responses are removed for analysis)



Question 15A-F: I'm going to read you some areas of responsibility the police department has. Please tell me if you think the City should put more emphasis on it, less emphasis on it, or if it is okay as it is now.

[^]**Question added in 2011**

Don't knows were removed from analysis though it is a finding that 45% did not know how to respond to "investigative follow-up," 34% to "crime prevention programs in schools," 23% to "neighborhood watch crime prevention programs," or 21% to "general patrol of business districts" in 2011.

Fire Department

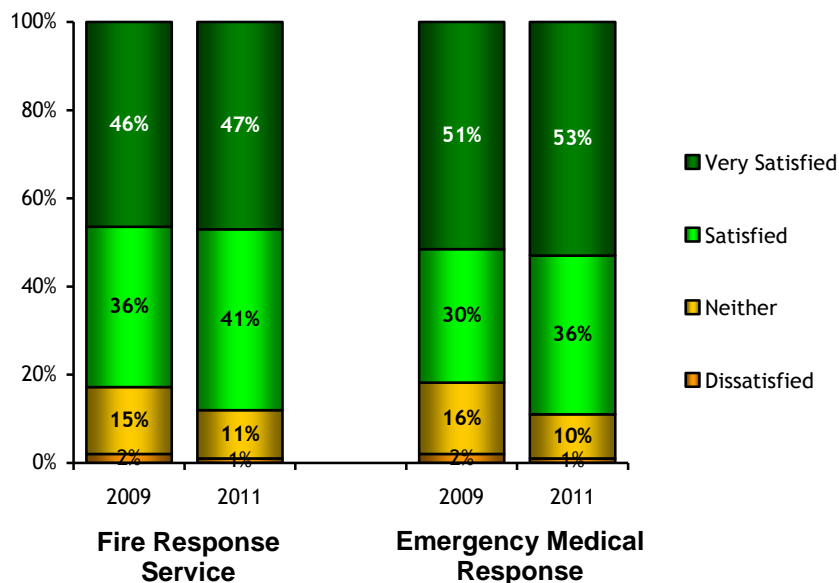
Nearly nine out of ten respondents are satisfied with both Redmond's Fire Department (88%) and the Emergency Response Service (89%). Both evaluations are significantly more positive than in 2009 when 82%² were satisfied with the Fire Department and 81% were satisfied with the Emergency Response Service.

Three out of ten residents "don't know" how to rate their satisfaction which could be due to the fact that they have not had any experience with Redmond's Fire Department services (29% for Fire and 32% for EMS). "Don't know" responses were removed this year for analysis.

- Younger respondents (age 18 to 44) and those who have been residents of Redmond for fewer than 10 years are likely to "not know" how to rate either Fire or EMS services in Redmond.

Figure 9
Satisfaction with Fire Response and Emergency Medical Response

(Base: 2009 = 285, 2011 = 314)



Question P16 & P16A: How satisfied are you with the fire response service in Redmond? How satisfied are you with the emergency medical response service the Redmond fire department provides?

Don't knows were removed from analysis though it is a finding that 32% did not know how to respond to "satisfaction with Emergency Medical Response" or 29% to "satisfaction with fire response service in Redmond" in 2011. In 2009, 35% reported "don't know" for both fire and emergency medical services.

² Satisfaction with Fire Services was reported as 54% in 2009 and EMS services was reported as 53%. In 2009, 35% of respondents did not rate their level of satisfaction with Fire Services and 35% did not rate satisfaction with EMS where 29% said "don't know" in 2011 to Fire and 32% said "don't know" to EMS in 2011. In order to make a direct comparison between those who did rate the Fire & EMS Services, don't know responses were removed from the analysis and the percentages are re-based to reflect only those who answered the question.

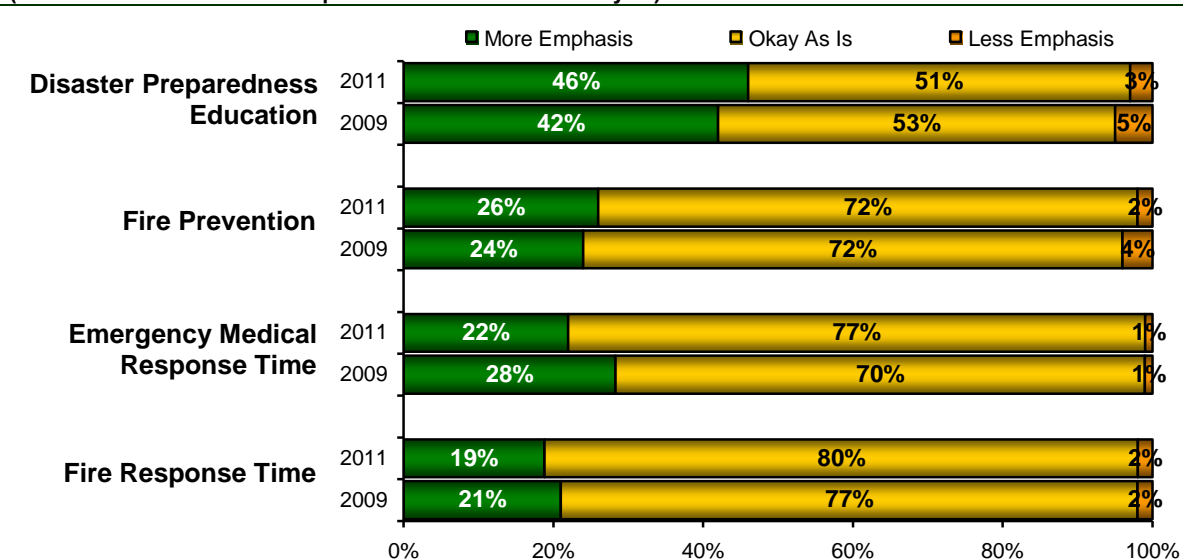
Areas of Emphasis for the Fire Department

Nearly half of respondents would like the Redmond Fire Department to place more emphasis on disaster preparedness education for the community. Between 19% and 26% would like more emphasis placed on fire prevention, EMS response time, and Fire response time, but the priorities for Fire Department Services appear to be the same as in 2009 as there have been no significant differences in where to place more or less emphasis in 2011. Again, many residents did not know how to rate services provided by the Fire Department, but “don’t know” responses were removed from analysis.

- Younger residents (under age 35) are more likely than older residents (age 35 and older) to “not know” how to rate each attribute.

Figure 10
Emphasis Needed on Fire Department Services

(Base: varies “Don’t know” responses are removed for analysis)



Question 17A-D: I'm going to read you some areas of responsibility the fire department has. Please tell me if you think the City should put more emphasis on it, less emphasis on it, or if it is okay as it is now.

Don't knows were removed from analysis though it is a finding that 35% did not know how to respond to "fire response time," 34% to "fire prevention," 33% to "emergency medical response time," or 31% to "disaster preparedness education" in 2011.

Family Prevention Plans

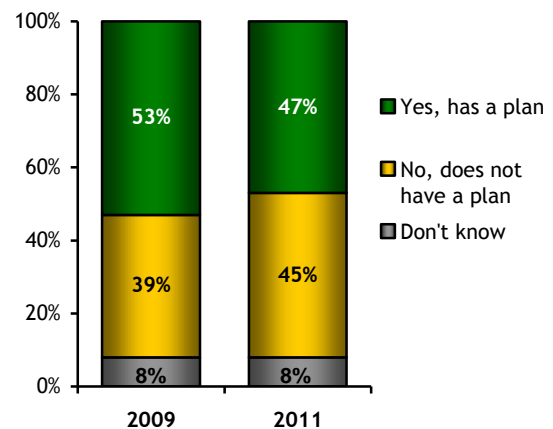
Roughly half of Redmond residents have a family plan in case of disaster (47%), slightly fewer families than in 2009 (53%).

- The following demographic subgroups are significantly more likely to have a family plan in case of disaster than their subgroup counterparts:
 - Residents over the age of 45 (58% compared to 37% under age 45).
 - Those who have lived in Redmond for 10 or more years (56% compared to 39% of those with less than 10 years residency).

Figure 11

Family's Disaster Plan

(Base: 2009 = 432, 2011 = 437)



Question P18: Does your family have a plan in case of disaster?

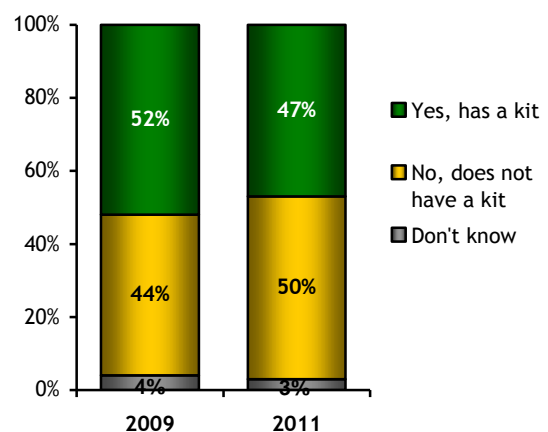
Just under half of residents have an Emergency Supply Kit that could last their family at least three days (47%), slightly fewer families than in 2009 (52%).

- The following demographic subgroups are significantly more likely to have an Emergency Supply Kit in case of disaster than their subgroup counterparts:
 - Those age 45 and over (60% compared to 32% under age 45).
 - Residents living in Redmond for over 10 years (58% compared to 36% with less than 10 years residency).
 - Home-owners (52% compared to renters 33%)
 - Those living in a single-family home (55% compared to 34% in apartments or condos).

Figure 12

Family's Emergency Supply Kit

(Base: 2009 = 436, 2011 = 438)

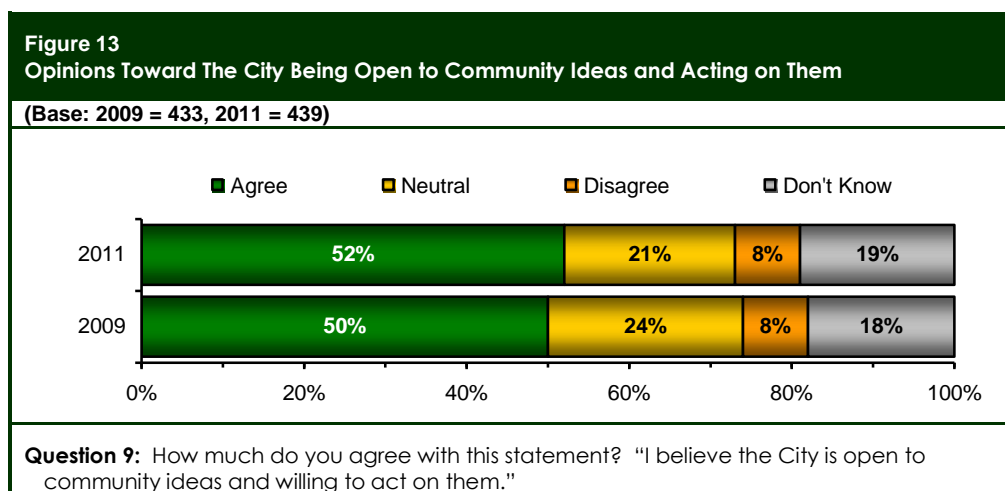


Question P19: Does your family have an emergency supply kit for at least three days?

City Government

Half of Redmond residents agree that the City is open to community ideas and is willing to act on them (52%). Only 8% of residents disagreed with this statement.

- Home owners (57%) and those in single family homes (58%) are more likely to agree that the City is open to community ideas and is willing to act on them than those who rent their homes (43%) or live in an apartment, condo, or duplex (44%).



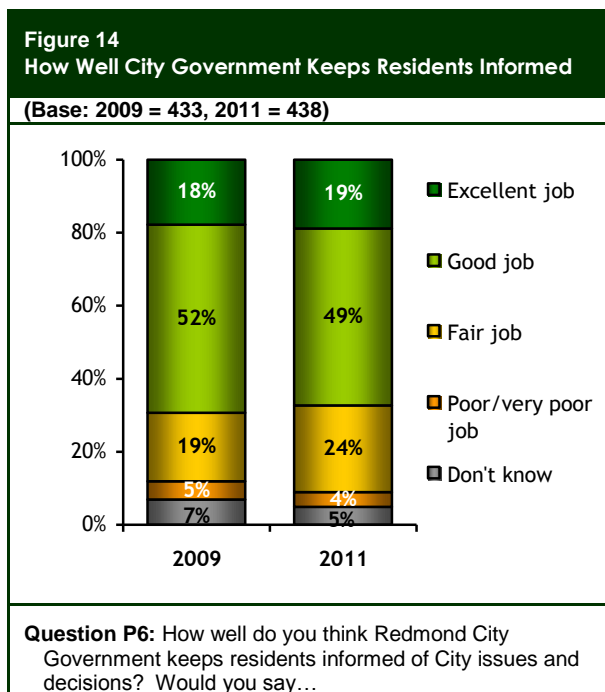
Communications

Overall, 68% of Redmond residents feel that the Redmond City Government does a good or excellent job of keeping residents informed of City issues and decisions. Communication scores are similar to 2009 when 70% felt the City did a good or excellent job of keeping residents informed.

Only 4% feel the City does a poor job of keeping residents informed. Of those who rated the City's efforts to inform residents as poor, most feel the City is not upfront about what the current issues are or how the issues are being approached.

A few respondent comments to explain why they feel communications are poor:

"I don't see a consistently pro-active approach to informing citizens on all items of importance. What is announced seems to be inconsistent and perhaps dependent on whether it is desired to chance input from those who would be interested parties, and perhaps opposed or questioning of a project, if they knew of it."



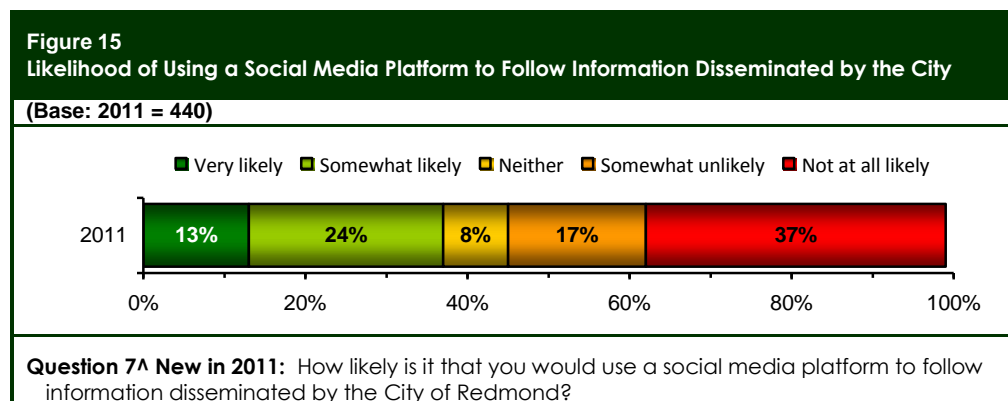
“I personally am not aware of the measures Redmond City is taking to solve different issues. I feel like there is a lack of communication channel between the Redmond City Government and its residents.”

“Nothing has been communicated to me, I look at the Redmond Reporter newspaper, rarely anything substantial from the City is in there.”

Social Media Application

Just over one-third of respondents are likely to follow a social media platform to follow information shared by the City of Redmond (37%). While the percentage who are likely to follow the social media platform is equal to those not at all likely to follow the platform (37%), there is interest in the City placing public information on a social media site.

- Younger residents (60% under the age of 35) and those who have lived in Redmond for fewer than ten years (47%) would benefit the most from the City utilizing a social media platform.



Usefulness of Information in City Utility Bill

Seven out of ten residents receive a Redmond utility bill for their home (70%), similar to 74% in 2009.

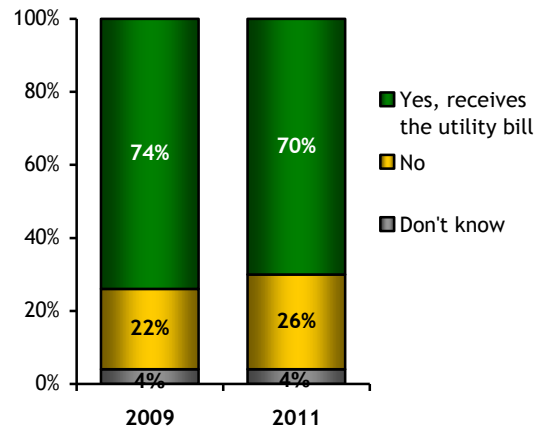
- City utility bills are most likely to reach residents who own their own home (83% vs. 34% of renters) and/or live in single family houses (96% vs. 28% in apartments, condos, or duplexes).

Of those who do receive a bill, two out of three (67%) consider informational inserts in their bill as a useful way to keep them informed about City issues. In 2009, sending information in a City utility bill was perceived as more useful than it is in 2011 (74% vs. 67%).

- Residents who own their home (23%) are more likely than those who rent their home (10%) to find inserts in their utility bill as “very useful.”

Figure 16
Receive City of Redmond Utility Bill

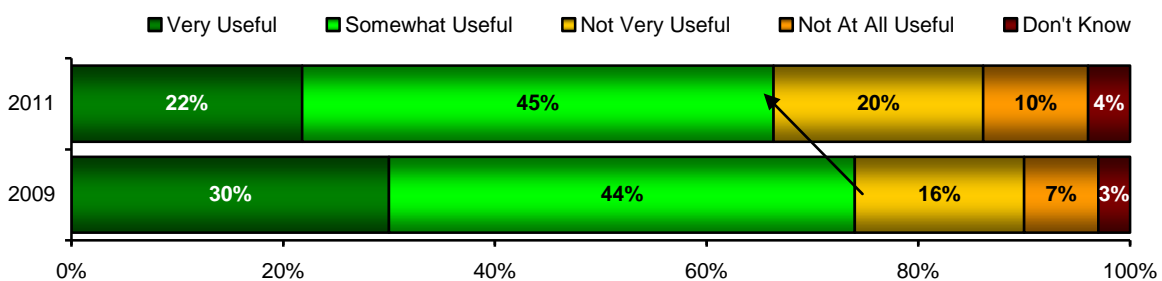
(Base: 2009 = 433, 2011 = 439)



Question 7A: Do you receive a City of Redmond utility bill for your home?

Figure 17
Informational Inserts in Utility Bill

(Base: 2009 = 319, 2011 = 305)

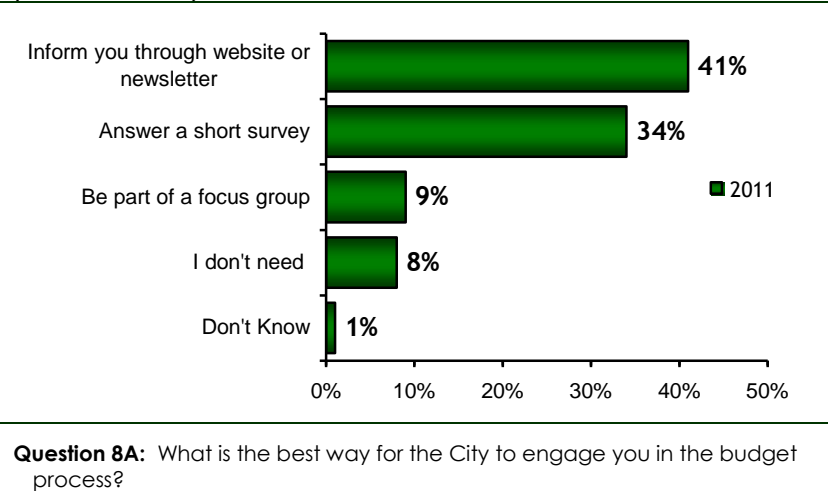


Question 7B: Please rate how useful receiving information inserts in your City utility bill is to keep you informed about City issues. Would you say this is...

Plans for Budgeting

When asked about the best way for the City to engage residents in the budget process, respondents shared that they would prefer to be informed about budgeting through a website or newsletter (41%) or would like to be involved through a short survey (34%).

- Residents who have lived in Redmond for 10 years or more, own their home, or live in a single family home tend to be the respondents who want to be involved with the budgeting process and would like to be part of a short survey.
- Younger residents, those who rent, or live in apartments, condos, or duplexes are more likely than their subgroup counterparts to say they don't need to be engaged.

Figure 18**Best Way for City to Engage Residents in Budget Process****(Base: 2011 = 440)**

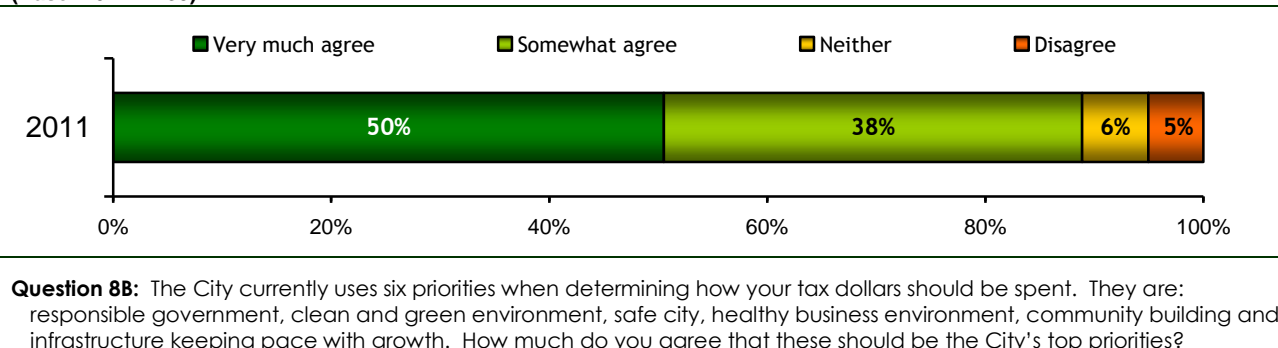
Budgeting Priorities

Residents were read the City's top six priorities when it comes to how tax dollars should be spent: responsible government, clean and green environment, safe city, healthy business environment, community building, and infrastructure keeping pace with growth. Half of respondents "very much" agree that the City has the right budgeting priorities and another 38% "somewhat agree" with the City's priorities.

- Newer residents (have lived in Redmond for less than 10 years) are more likely to agree that the City has the right priorities (92%) than those who have lived in Redmond for 10 years or longer (85%).

Figure 19**Agreement That City Priorities Should Be:**

Responsible Government * Clean and Green Environment * Safe City
 Healthy Business Environment * Community Building * Infrastructure keeping pace with growth

(Base: 2011 = 439)

When asked what other priorities the City should consider, the topic of traffic, congestion, and red-light cameras was brought up by 7% of respondents as was education and more schools (7%). Transportation/mass transit was also mentioned by 5% of respondents. Please see Appendix A for an exhaustive list of budgeting priorities mentioned by residents.

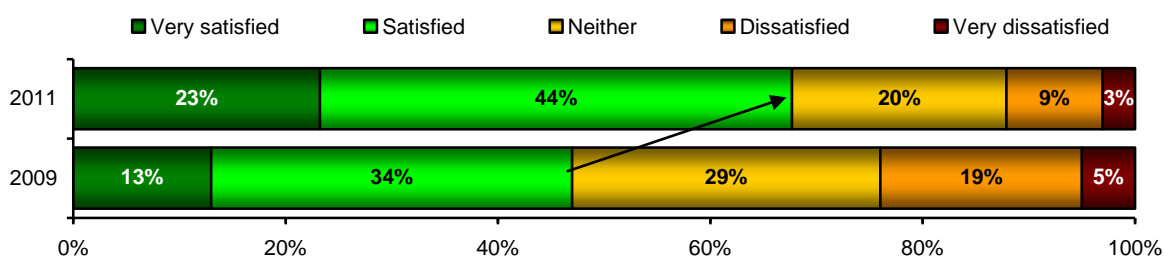
City's Plan for Growth

After hearing the City's plan to accommodate growth (putting the growth in Downtown and Overlake), two out of three residents are satisfied with the plan (67%), one out of ten are dissatisfied (12%), and two out of ten do not know how they feel about it (20%). Satisfaction with the City's plan to accommodate growth has increased significantly from 2009 when less than half (47%)³ of respondents were satisfied with the plan.

- Younger respondents (78% of those under age 35) and those who have lived in Redmond for less than 10 years (71%) are most satisfied with the City's plan for growth.

Figure 20
Satisfaction with City's Plan for Growth

(Base: 2009 = 433, 2011 = 436)



Question P13A: The State requires all cities to accommodate their share of future growth. By 2030, the City expects to accommodate 24,000 more residents and 42,000 more jobs. The City's plan puts most of this future growth in Downtown and Overlake. How satisfied are you with this plan to put growth in Downtown and Overlake?

Don't knows were removed from analysis though it is a finding that 21% did not know how to respond to plans for growth in 2009, and only 5% did not respond in 2011. This may be positively affected by a change in question wording.

³ Satisfaction with the City's plan for growth was reported at 37% in 2009 because it was reported with Don't know responses (21% in 2009). In 2011, don't knows were removed from analysis.

Direction of City's Government

As far as Redmond's future is concerned, more than four out of five residents feel that the City is headed in the right direction (82%). More respondents feel the City is headed in the right direction in 2011 than did in 2009 (76%).

Respondents feel the City is headed in the right direction because the City is already planning and preparing for growth, Redmond is just a nice place to live, and the City is being pro-active and asking for community input.

- Those living in Redmond for fewer than 10 years (35%) and those who rent their homes (37%) are more likely to feel Redmond is "definitely" headed in the right direction than residents of Redmond for 10 or more years (24%) or homeowners (27%).
- Households with children (88%) are more likely than those without children (80%) to feel the City is headed in the right direction.

One in ten residents feel the City is heading in the wrong direction (7%). This is mainly attributed to the traffic on the roads, the growth in population, and the development of tall buildings, apartments, and condos.

These comments capture some feelings expressed about the direction the City is headed:

"I've seen the progress in the last couple of years and with a "green" oriented government I think we should be able to head in the right direction."

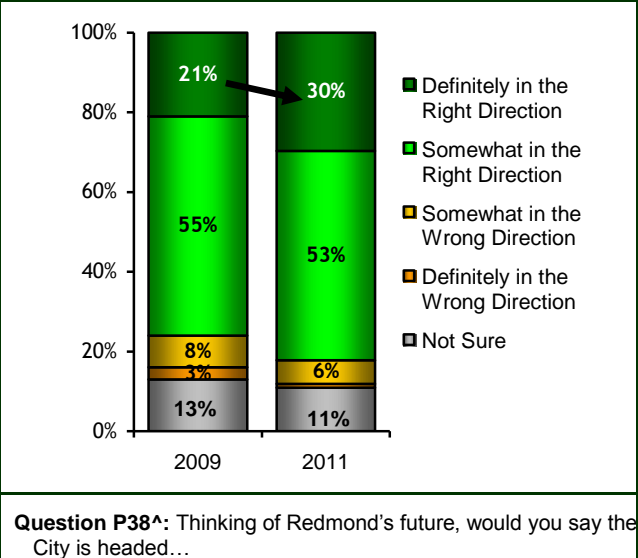
"I can see a lot of things the City is trying to accomplish and I think it is wonderful, but there are issues with parking at a lot of the businesses. It is very hard to get to them at times. We should think about expanding the parking areas so more people would enjoy visiting the city."

"Nice place to live, it just doesn't feel like a tight-knit community. I never hear any pride about living in Redmond. I would like to see more from the City in making Redmond a great community. I see it starting to happen with renovating downtown, but I worry that chain stores go in instead of good, local businesses (e.g. Stone House, El Toreador)."

"The City has a plan to bring things together with the Central Connector, and things are looking great!"

Figure 21
Is the City Heading in the Right Direction?

(Base: 2009 = 429, 2011 = 433)



City's Leadership

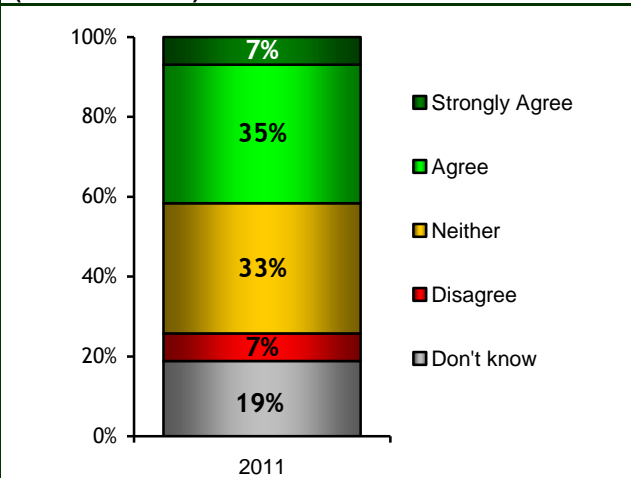
At least two out of three respondents agree that, "The City provides leadership in seeking solutions to regional issues such as transportation or transit, water resources, social services, and court and jail services" (41%). Over half of respondents are unsure of the City's leadership responsibilities and neither agreed nor disagreed with the statement (33%) or didn't know how to respond (19%).

Figure 22

Level of Agreement to Statement:

"The City provides leadership in seeking solutions to regional issues such as transportation or transit, water resources, social services, and court and jail services."

(Base: 2011 = 438)



Question P12: How strongly do you agree or disagree with this statement? "The City provides leadership in seeking solutions to regional issues such as transportation or transit, water resources, social services, and court and jail services."

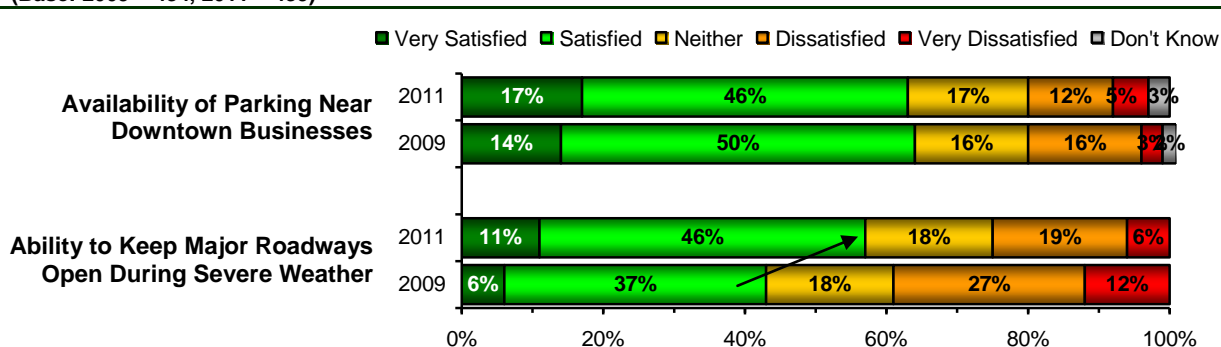
Roads and Infrastructure

Nearly two out of three residents are satisfied with the availability of parking near businesses in downtown Redmond (63%) and one out of six are dissatisfied with the current parking availability (17%). Both scores are unchanged from findings in 2009.

Nearly six out of ten Redmond residents are satisfied with the City's ability to keep major roadways open during severe weather (57%) with one quarter being dissatisfied (25%). Satisfaction with keeping major roadways open during severe weather has increased significantly from 43% in 2009 to 57% in 2011.

Figure 23
Redmond Travel By Vehicle

(Base: 2009 = 434, 2011 = 439)



Question P20: How satisfied are you with the availability of parking near downtown businesses? **Question P21:** How satisfied are you with the City's ability to keep major roadways open during severe weather events?

Overall, seven out of ten residents are satisfied with their experience in traveling to, from, and within Redmond (70%); similar to satisfaction scores in 2009 (65%⁴ satisfied). One out of seven residents are dissatisfied with traveling in Redmond (14%); fewer than in 2009 when 22% were dissatisfied.

- Respondents who have lived in Redmond for less than ten years (76%) and those with children (76%) are more likely to be satisfied with traveling in Redmond overall than long-term residents (64%) or those without children (66%).

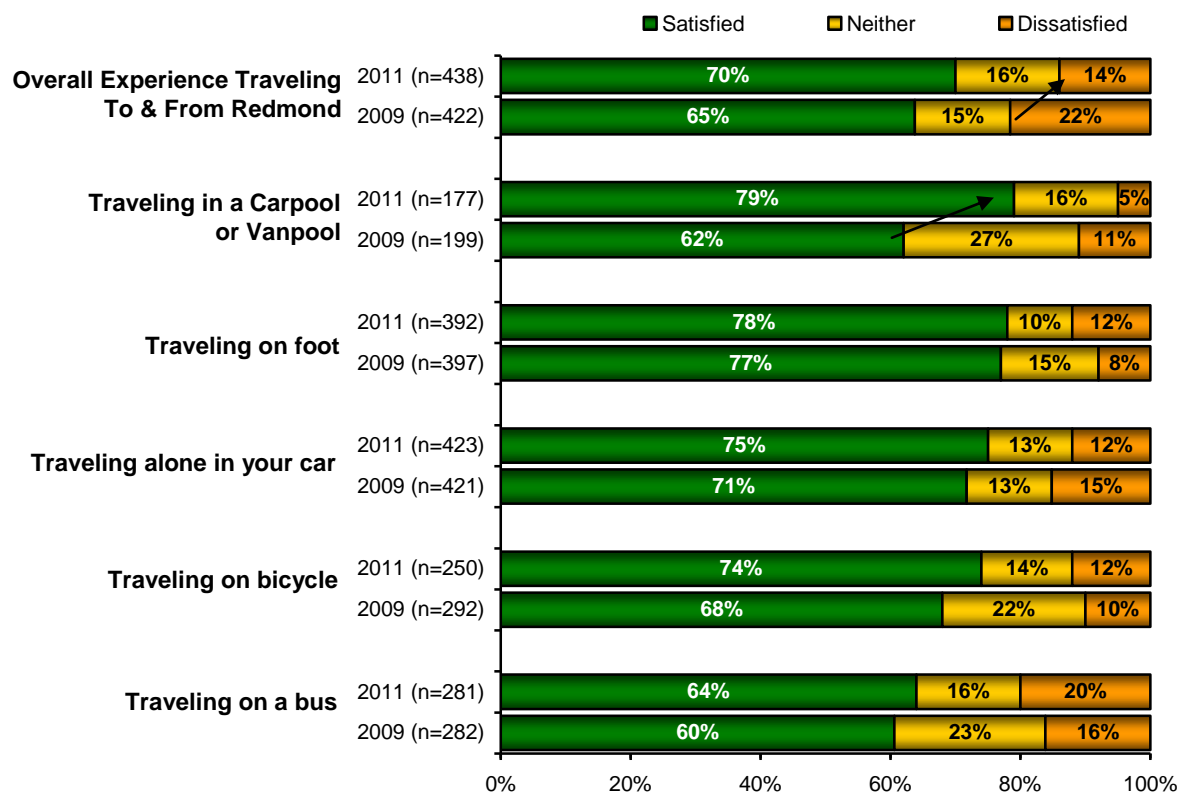
Satisfaction among those who ride in a carpool or vanpool, travel by foot, travel alone in their car, or ride a bicycle is high as roughly three-quarters of those who use each are satisfied with their experience with each method when traveling around Redmond. Bus riders are slightly less satisfied as 64% are satisfied with their experience riding the bus in Redmond. Satisfaction scores are similar to previous years for most methods of transportation, but there has been a significant increase in satisfaction for those residents who use a carpool or vanpool since 2009.

⁴ Reported as 64% in 2009, in 2011 "Don't knows" were removed for analysis.

- Younger respondents (under the age of 45) are more likely to be *dissatisfied* with traveling on foot (17%) than respondents age 45 or older (5%).
- Males are more likely than females to be satisfied with traveling around Redmond by bicycle (71% male satisfaction, 59% female).

Figure 24
Redmond Travel By Vehicle

(Base: varies and includes only respondents who offered an answer, Don't knows are removed for analysis)



Question 22A-E: Please tell me how satisfied you are when traveling to, from, and within Redmond using each of the following methods... **Question P23:** When thinking about your overall experience in traveling to, from, and within Redmond, how satisfied are you? This does not include travel on SR520.

Don't knows were removed from analysis though it is a finding that 59% did not know how to respond to "traveling in a carpool or vanpool," 43% to "traveling on a bicycle," or 34% to "traveling on a bus" in 2011.

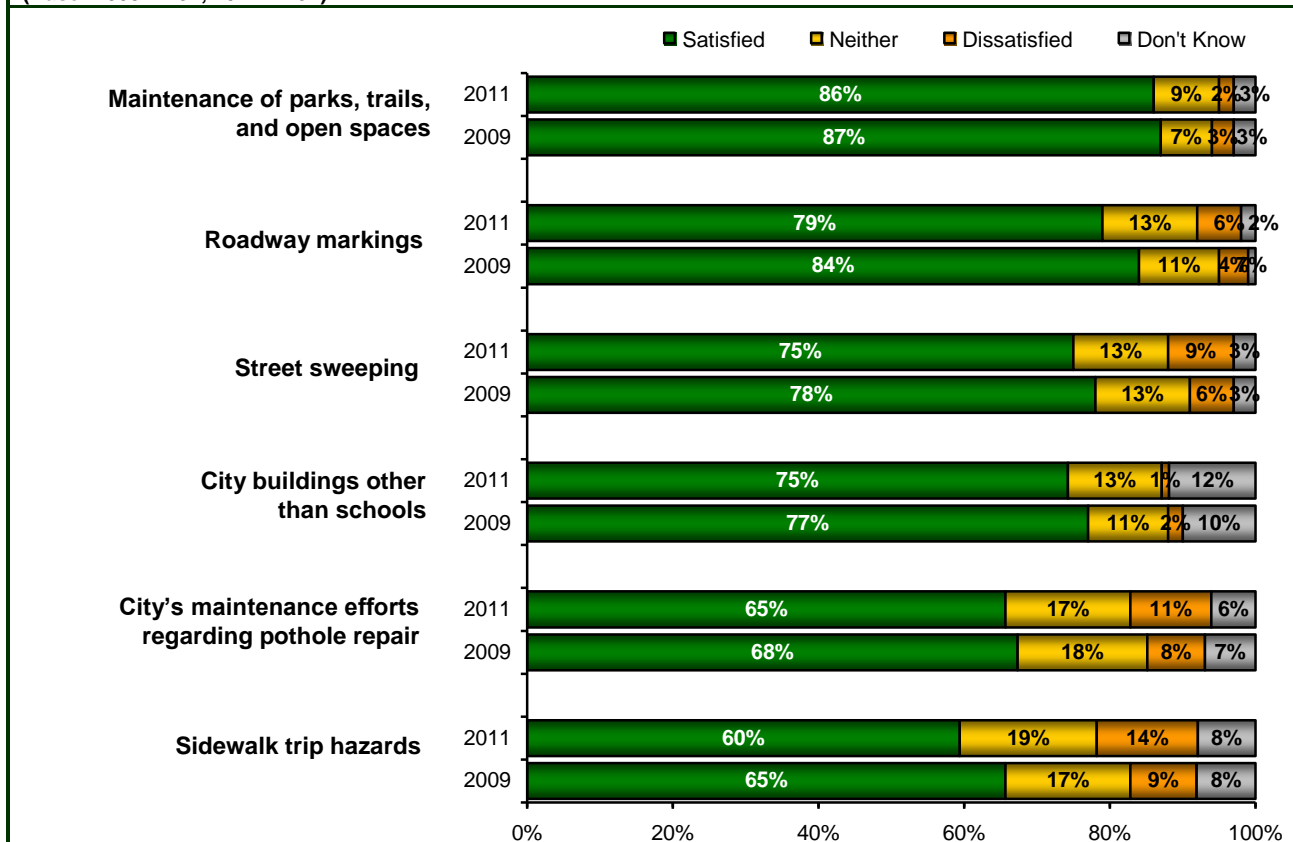
City Infrastructure

Redmond residents are relatively pleased with the City's infrastructure, with over three out of four residents being satisfied with maintenance of parks, trails, and open space (86%), roadway markings (79%), street sweeping (75%), and City buildings (75%).

- Home-owners are less likely to be satisfied with maintenance of parks, trails, and open spaces (84% compared to 92% of renters).
- Those in a single-family home are more likely to be satisfied with pothole repair (69%) than those in an apartment, condo, or duplex (59%).
- Homes with children are more likely to be satisfied with street sweeping (82% vs. 72%) and maintenance of parks, trails, and open space (93% vs. 83%) than those without children in their homes.
- Males are more likely than females to be satisfied with roadway markings (84% vs. 75%) and sidewalk trip hazards (65% vs. 56%).
- Those living in Redmond for less than ten years are more likely to be satisfied with sidewalk trip hazards (65% vs. 55%), street sweeping (80% vs. 71%), and maintenance of parks, trails, and open space (91% vs. 81%) than longer-term residents.
- Younger residents (under the age of 55) are more likely to be satisfied with sidewalk trip hazards (66%) than residents age 55 or older (49%).

Figure 25
Satisfaction with City's Infrastructure

(Base: 2009 = 432, 2011 = 437)



Question P25A-F: How satisfied are you with the City's maintenance efforts regarding...

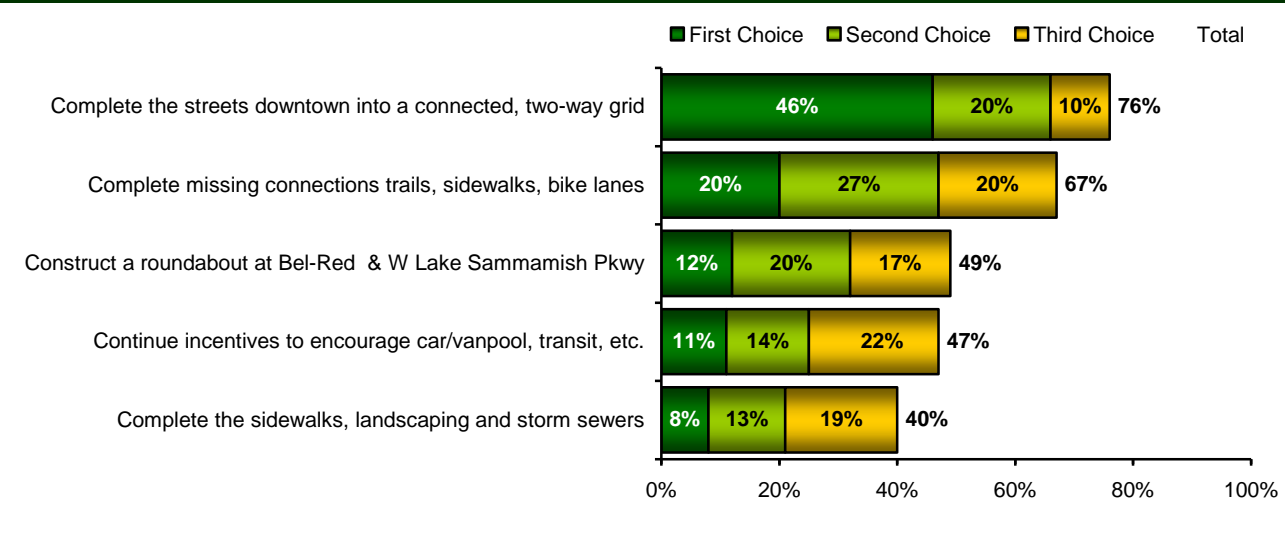
Proposed Transportation Projects

Of the proposed transportation projects listed, completing the streets downtown into a connected, two-way grid is the first priority for residents in Redmond. Completing missing connection trails, sidewalks, and bike lanes is also a strong second priority for residents.

- Respondents under the age of 45 actually rated complete missing connections on trails, sidewalks, and bike lanes as a higher priority than completing the downtown streets into a grid (75% and 74%, respectively).
- Home-owners (80%) and those living in single family homes (81%) are significantly more likely to consider completing the streets downtown into a grid as the most important transportation project for the community than renters (64%) or those living in apartments, condos, or duplexes (68%).
- Males are more interested in incentives to encourage carpooling or transit (52% vs. 42% of females).
- Residents age 65 or older are more likely to consider completing the sidewalks, landscaping, and storm sewers important for the community (57%) than residents under the age of 65 (36%).

Figure 26
Proposed Transportation Projects

(Base: 2011 = 431)

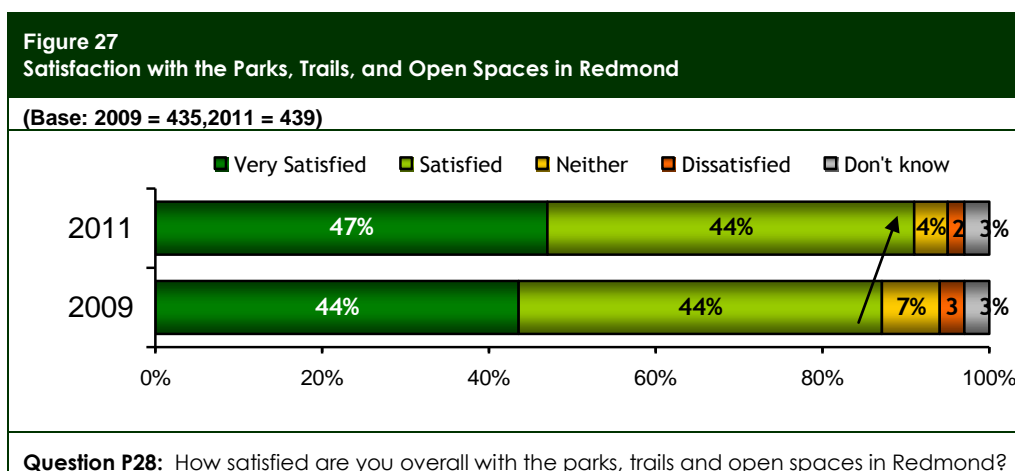


Question P24A: The following transportation projects are proposed for the next few years. Please tell me which of the following is the most important to the community in your opinion. Second most important? Third most important?

Parks and Recreation

More than nine out of ten residents are satisfied overall with the parks, trails, and open spaces in Redmond (92%) which is significantly higher than satisfaction in 2009 (88%).

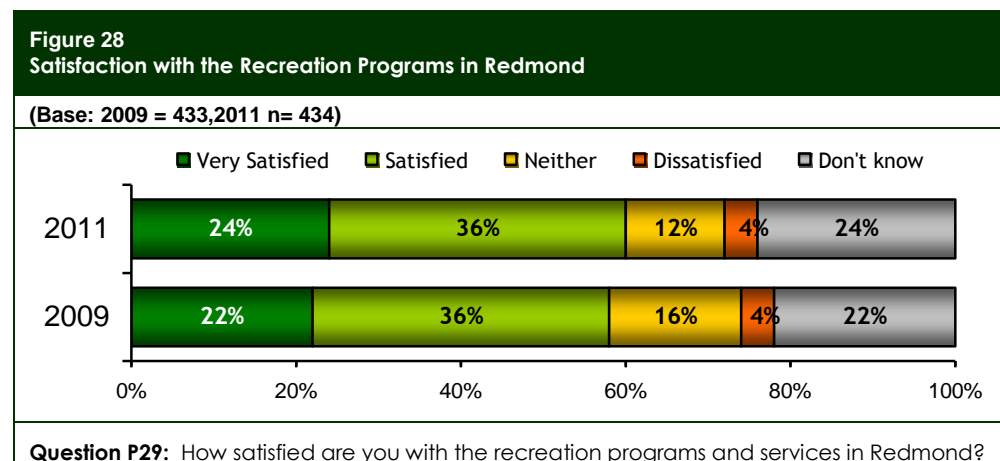
- Younger residents (96% under age 45 vs. 88% age 45 and older), renters (96% vs. 91% of owners), those living in apartments, condos, and duplexes (95% vs. 90% in single family homes), and residents with children (96% vs. 90% without children) are more likely than their subgroup counterparts to be satisfied with the parks, trails, and open spaces available to them in Redmond.



Satisfaction with Recreation Programs

Six out of ten residents are satisfied with the recreation programs and services (60%), less than two out of ten are less than satisfied (16%), and just over two out of ten do not know how to evaluate the recreation programs and services (24%). Satisfaction with Redmond recreation this year (60%) is similar to the proportion who was satisfied in 2009 (58%).

- Those living in single family homes (64%) and respondents with children (73%) are more likely to be satisfied with Redmond's recreation programs than those who live in apartments, condos, or duplexes (54%) or do not have children at home (53%).



Proposed Development for Parks and Recreation Systems

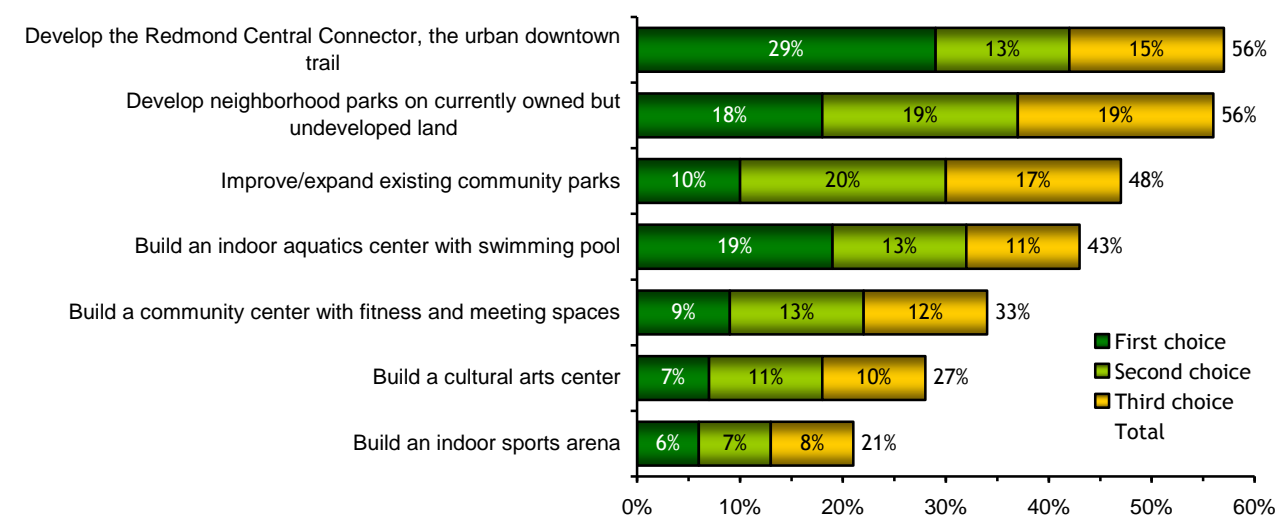
Overall, just over half of residents felt that both developing the Redmond Central Connector (56%) and developing neighborhood parks on currently owned but undeveloped land (56%) are most important for their community. However, when it came to the first priority, more residents stated developing the Redmond Central Connector than any other proposed project.

More than half of residents with children would like to see an indoor aquatics center built with a swimming pool (59% vs. 38% without children). An indoor sports arena is more important to younger residents (27% under the age of 35 compared to 19% of residents age 35 or older).

- Males are more interested in improving or expanding community parks (55% vs. 40% of females) while females consider building an indoor aquatics center as more important for the community (49% vs. 38% of males).
- Home owners feel it is more important to develop neighborhood parks on currently owned land (59%) than renters (46%).
- Improving or expanding community parks is more important to those living in single family homes (52%) than those living in apartments, condos, or duplexes (41%).

Figure 29
Importance of Redmond's Parks and Recreation Proposed Projects

(Base: 2011 = 420)



Question 30A: The following park projects are proposed for the next few years. Please tell me which of the following is the most important to the community in your opinion. **Q30B/C.** Which is the second/third most important to the community in your opinion?

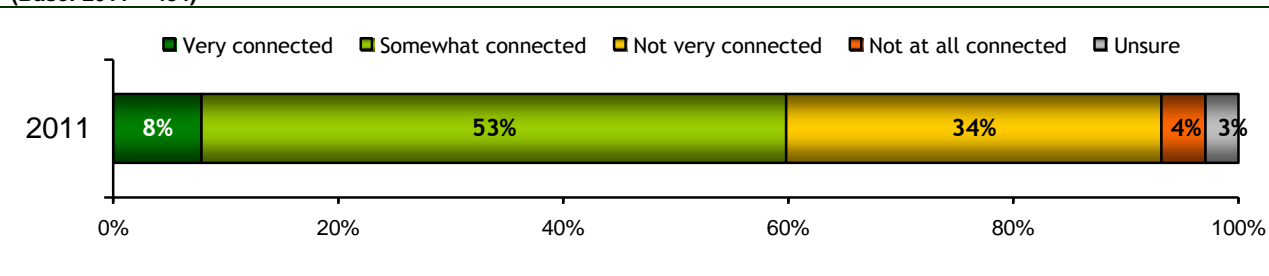
Connection to Community

Residents vary on how connected they feel to the Redmond community. Fewer than one in ten feel “very connected,” half feel “somewhat connected,” and one out of three don’t feel very connected.

- Respondents who felt connected to the community include home owners, those who have lived in the community for ten years or more, those living in single family homes, and residents with children.
- Conversely, younger residents (up to age 35), renters, those living in apartments, condos, or duplexes, and residents who have lived in Redmond for less than ten years are more likely to consider themselves “not connected” to their community.

Figure 30
Level of Connection Felt to Community

(Base: 2011 = 434)



Question 10: How do you rate your overall sense of connection to the Redmond community?

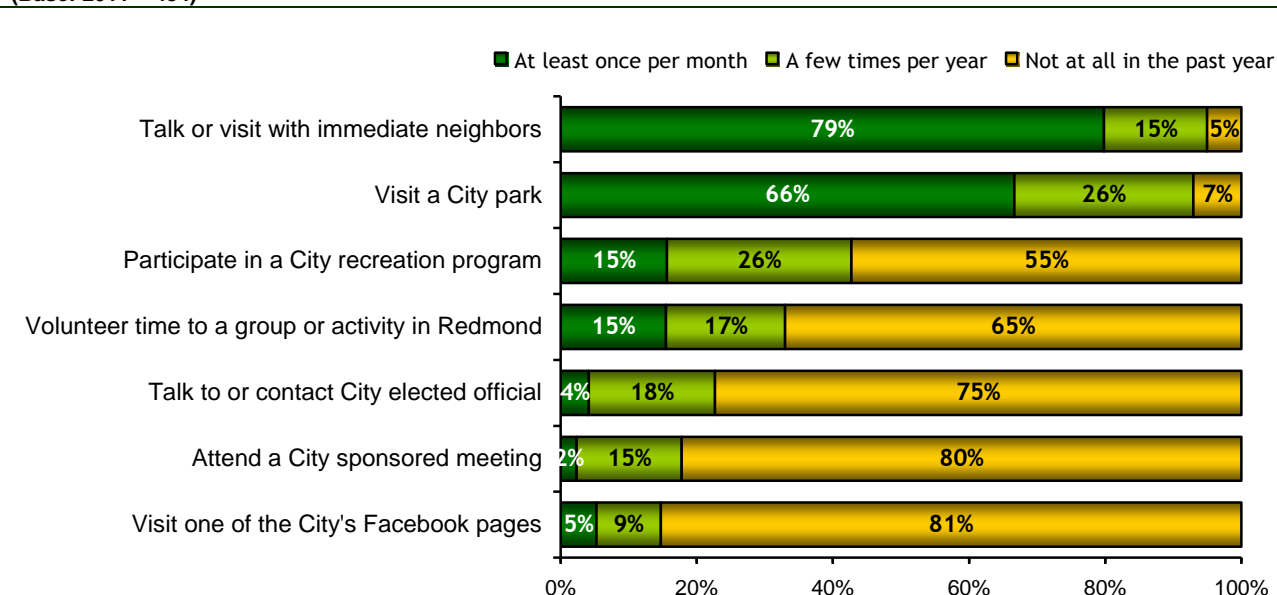
Frequency of Interacting with Community

Talking with immediate neighbors and visiting city parks are two things that residents of Redmond engage in on at least a monthly basis. More than half of residents are not currently participating in recreation programs, volunteering in a group, talking with City elected officials, attending City meetings, or visiting the City’s Facebook pages on a yearly basis.

- Residents with children volunteered, participated in recreation programs, visited city parks, and visited with immediate neighbors more often than those without children.
- Those living in single family homes volunteered, visited with neighbors, and engaged in conversation with elected officials more in the past year than did those living in apartments, condos, or duplexes.
- Respondents under age 65 are more likely than those age 65 or older to have visited a city park in the past year. Those age 35 or older are more social and likely to have talked with their immediate neighbors over the past year than those under the age of 35.
- Male residents speak with elected City officials more frequently than female residents.
- Home owners also speak with elected City officials more often than those who rent their homes.

Figure 31
How Often Residents Interact with Community

(Base: 2011 = 434)



Question 11A-G: In the last 12 months, about how often did you...?

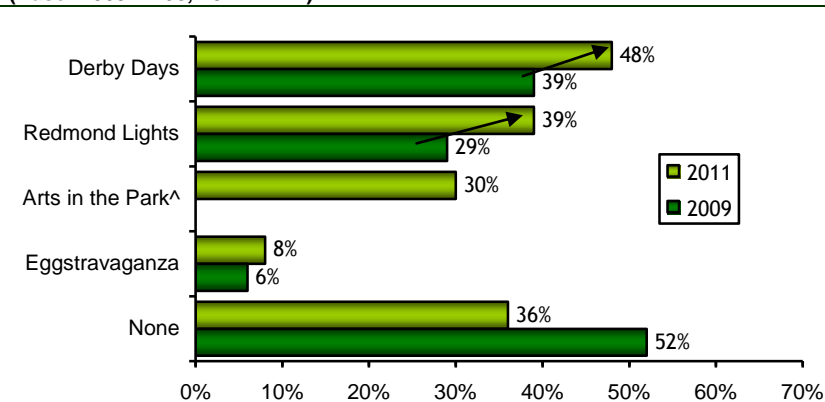
Participation in Community Events

Two-thirds of Redmond residents have attended at least one of the measured community events or programs in the past two years (64%). Derby Days was attended by 48% of residents, Redmond Lights by 39%, Arts in the Park by 30%, and Eggstravaganza by 8%. Participation rates for Derby Days and Redmond Lights are significantly higher than those recorded in 2009.

- Residents with children are more

Figure 32
Participation in Redmond Events or Programs

(Base: 2009 = 433, 2011 = 442)



Question P31: Within the last two years, have you attended or participated in any of the following events or programs?

^Question added in 2011

likely than those without children to attend Derby Days (67% compared to 56% without children), Redmond Lights (62% compared to 39% without children), and Eggstravaganza (15% compared to 8% without children).

- Home owners are more likely to participate in both Derby Days (64% vs. 49% of renters) and Redmond Lights (52% vs. 38% of renters) than renters.

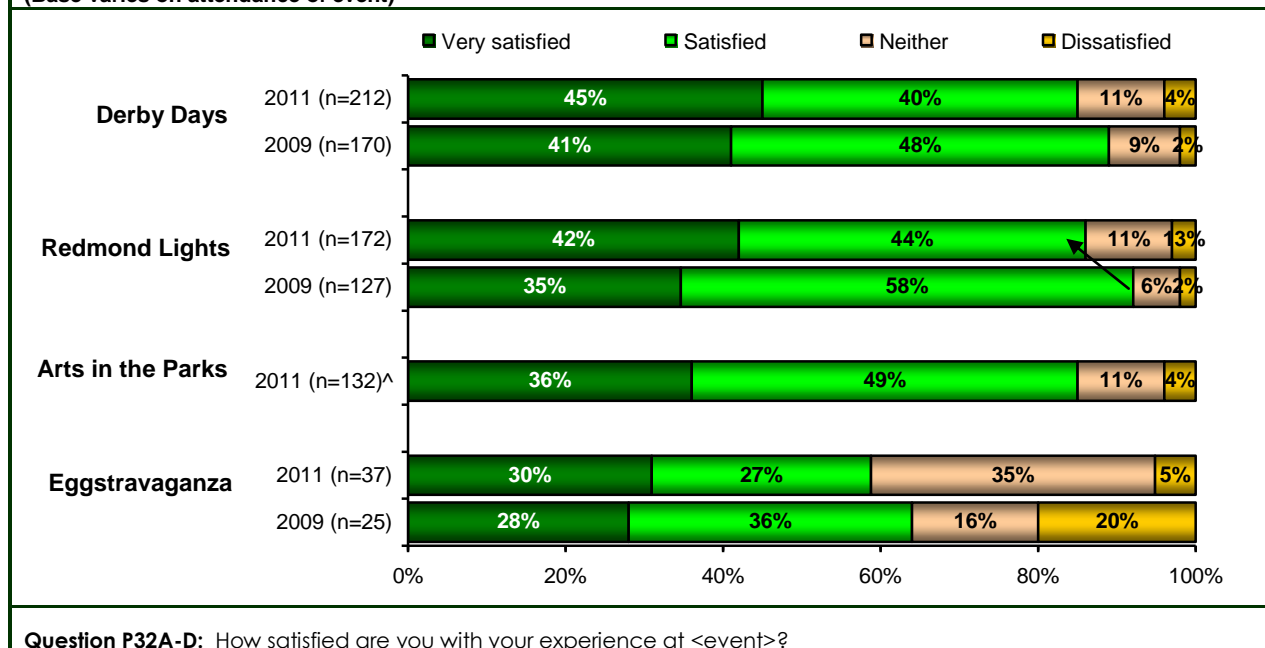
Satisfaction rates are high among those who attended each event as 85% of those who attended Derby Days are satisfied with their experience, 86% of attendees are satisfied with Redmond Lights, 85% are satisfied with Arts in the Parks, and 57% are satisfied with the Eggstravaganza. Satisfaction with Redmond Lights has decreased significantly since 2009.

- Residents with children are more likely to be satisfied with Arts in the Parks (93%) than those without children (80%).

Figure 33

Satisfaction with Experience at Community Events or Programs

(Base varies on attendance of event)



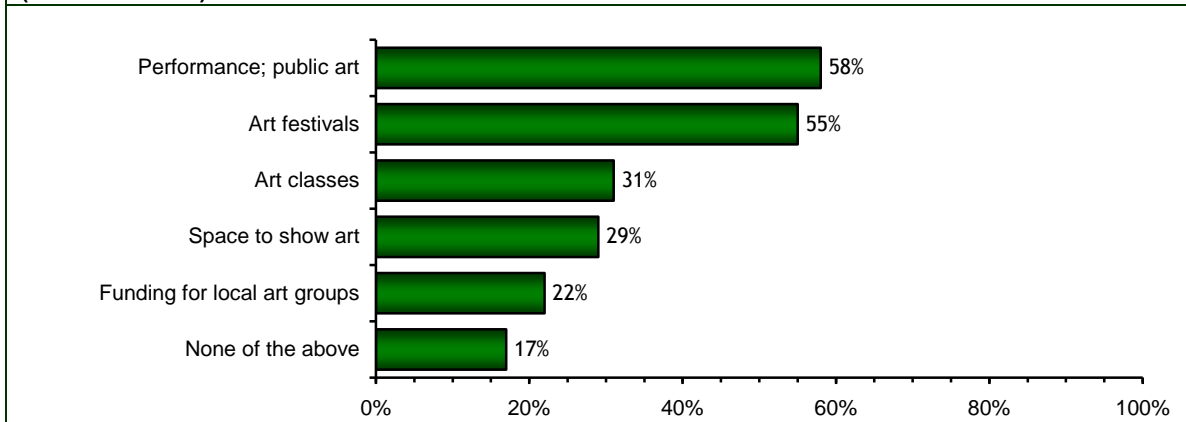
Requested Art & Cultural Experiences in Redmond

Performances or public art and art festivals are the top two art and cultural experiences residents would like to see more of in Redmond.

- Renters (68%) and those living in apartments, condos, or duplexes (67%) are more interested in having more performances or public art in Redmond than home owners (55%) or those living in single family homes (53%).
- Females are more likely than males to be interested in art classes (37% vs. 26%).

Figure 34
Art & Cultural Experiences Requested in Redmond

(Base: 2011 = 418)



Question 33: Which of the following art and cultural experiences would you like to see more of in Redmond?
Please pick your top three...

Entertainment

Two-thirds of residents are satisfied with the variety of entertainment, services, and retail businesses available in Redmond (66%); similar to 2009 when 68% were satisfied.

Residents who are dissatisfied with Redmond's entertainment, services, and retail businesses (50 total) were asked what was missing. At the top of the list of what is missing from Redmond are ethnic restaurants (24 cases), places to shop (20 cases), a Costco or department store (8 cases), late night activities (6 cases), and entertainment or live music (5 cases).

"With the demise of Oddfellows and Borders, there is no place to 'just hang out' in bad weather. Every community needs a place where people can just go to hang out. Palmers is a bit 'young' for me, and Black Raven needs longer hours."

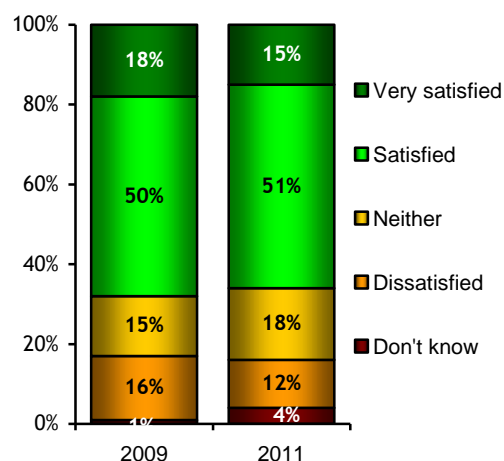
"We need more vibrant night life, more restaurants for breakfast, night entertainment spots other than movies, how about a jazz bar or comedy club?"

"Better variety of family restaurants (affordable, healthy). Easier for families to reserve park shelters and spaces for family gatherings (or sports teams). Improved parking and traffic."

"The retail spaces are too small, not enough retailers, and when they do have stores in Redmond they are really small. The entertainment – there is nothing more than movie theaters. We need more, there are no music performances, theatrical groups, or sports."

Figure 35
Satisfaction of Entertainment, Services, and Retail Businesses

(Base: 2009 = 435, 2011 = 433)



Question P34: How satisfied are you with the variety of entertainment, services, and retail business available in Redmond?

Table 4
Entertainment, Services, and Retail Businesses Missing from Redmond

	(Base)	(n=64)	(n=50)
Restaurants/multi-cultural/ethnic		23%	48%
More shopping areas/shopping opportunities		23	40
Costco/Department Stores		8	16
Late night activities		17	12
Entertainment/live music		16	10
An activity/community center		6	8
Bars		3	6
Theater		9	4
Arts Center		5	4
Parking		3	4
Recreation for children		6	2
Budget friendly shops/too many boutiques		2	0
Longer hours of bus services		2	0
Other		13	10
Don't know/not sure		2	0

Question 35: What is Redmond missing in this area? (Asked of those dissatisfied with entertainment, services, and retail businesses)

Environment Initiatives and Recycling

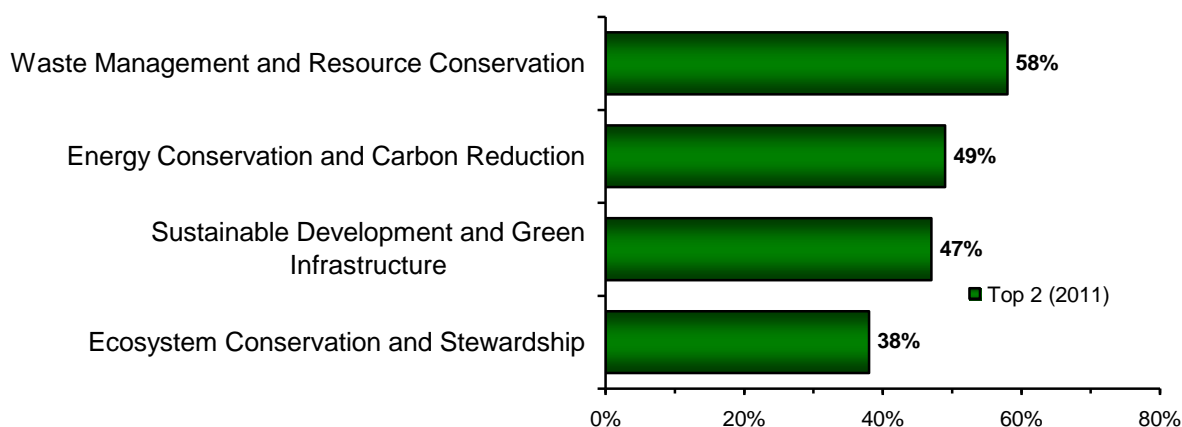
Waste management is the most important environmental initiative that the City is working on according to residents. All four initiatives are highly valued by respondents though.

The age of the respondent was a significant factor in how they responded to the environmental issue that is most important to them.

- Respondents age 18-34 placed sustainable development and green infrastructure as their first priority (59%) followed by waste management (48%) and energy conservation (47%).
- Sustainable development and green infrastructure is significantly more important to residents under the age of 55 (53%) compared to those age 55 or older (30%).

Figure 36
Importance of Environmental Initiatives

(Base = 429)



Question 36: I am going to read you a list of environmental initiatives the City is working on. Please tell me which TWO of the four are most important to you...

Redmond's Recycling Program

When it comes to Redmond's recycling program, the majority of residents are satisfied overall (83%); similar to 2009 (85%).

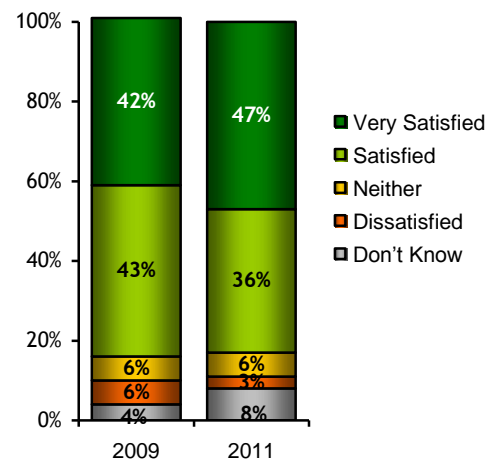
- Demographic subgroups significantly more likely to be satisfied with Redmond's recycling programs than their subgroup counterpart include:
 - Residents of 10 or more years (88% compared to 78% living in Redmond for less than 10 years)

- Home-owners (87% compared to 73% of renters)
- Those living in a single-family home (89% compared to 73% in an apartment or condo)
- Females (87% compared to 79% of males).

All respondents were asked how the City could improve its recycling program and offering education on what could be recycled was mentioned most often. Residents also asked for varieties of plastic to be recyclable and for more opportunities to recycle compost/yard waste or difficult items.

Figure 37
Satisfaction with Redmond's Recycling Program

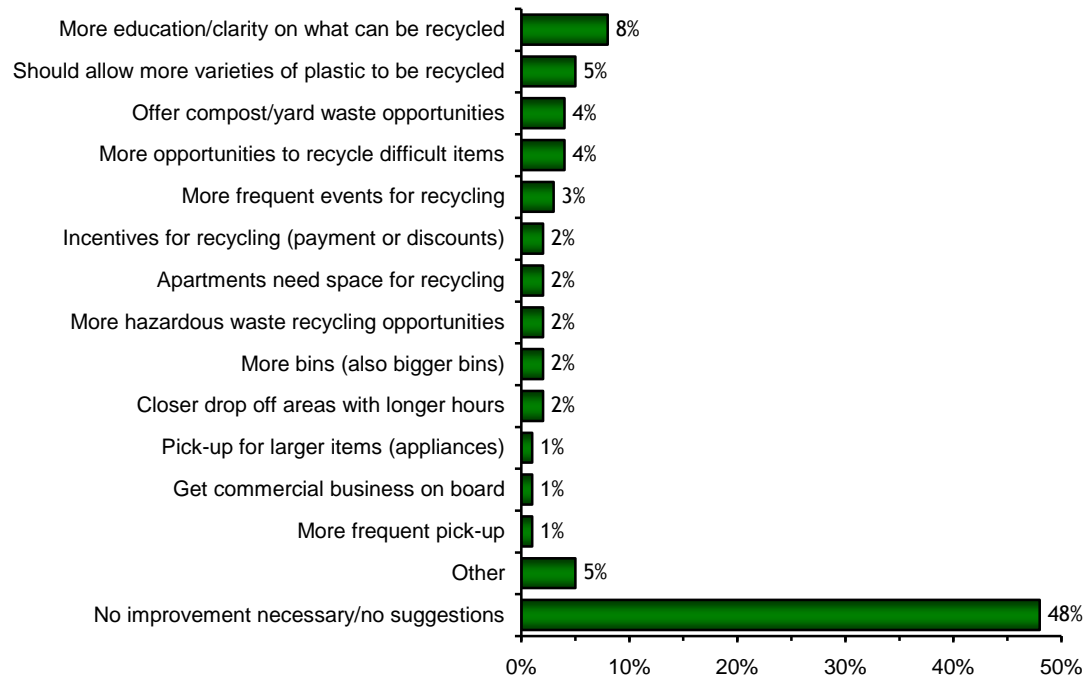
(Base: 2009 = 434, 2011 = 438)



Question 26: How satisfied are you with Redmond's recycling program?

Figure 38
Ways the City Could Improve Its Recycling Program

(Base: 2011 = 442)



Question 27A: How could the City improve its recycling program?

^Asked as an open-ended question in 2011, results are not comparable to response options in 2009.

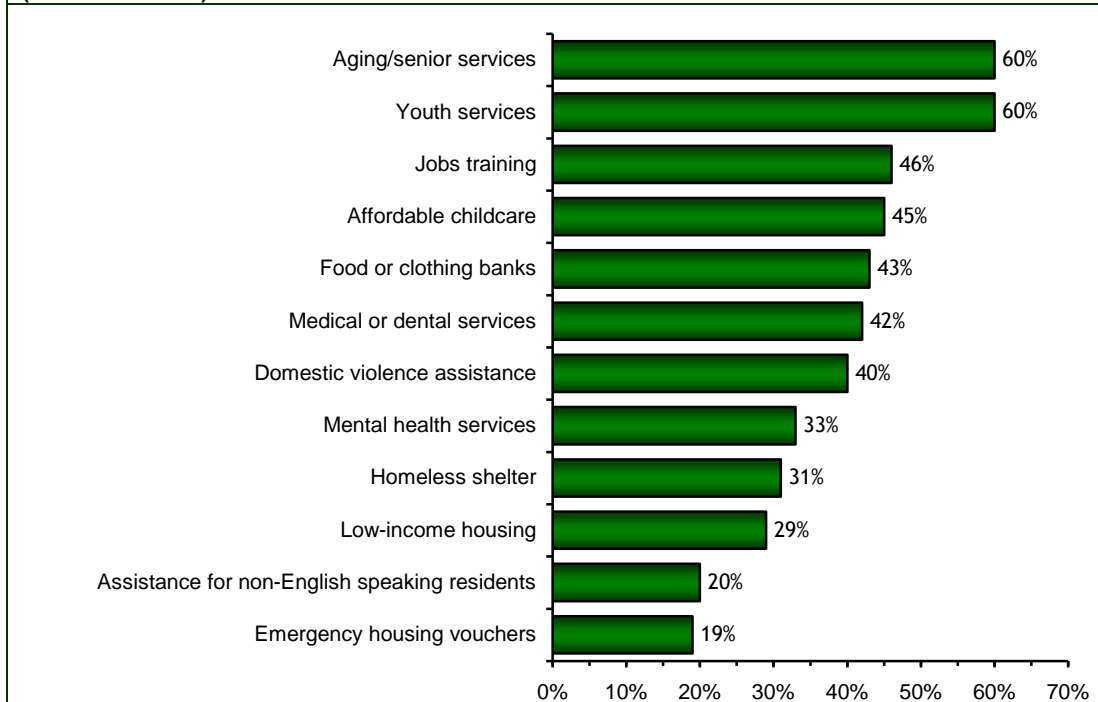
Social Services

Aging or senior services and youth services are the top social services that residents feel the City of Redmond should assist with funding.

- Respondents over the age of 55 are more likely to request funding for senior services and those ages 35 to 54 are more likely to vie for funding of youth services.
- Residents with children are also more interested in funding youth services, affordable childcare, and assistance for non-English speaking residents than those without children.
- Those who are newer to the area and have lived in Redmond for less than 10 years place higher interest in funding medical/dental services, mental health services, and assistance for non-English speaking residents than those who have lived in the community for 10 years or longer.

Figure 39
Most Important Human Services for the City to Provide Assistance in Funding

(Base: 2011 = 428)



Question 37: Now I am going to read a list of human services offered in Redmond. Please indicate the five that are most important for the City of Redmond to provide assistance in funding.